

## I. INTRODUCTION

The incumbent performs routine office automation and related clerical duties in support of the assigned program area.

## II. DUTIES AND RESPONSIBILITIES

Performs routine and well-defined assignments through the use of computers and other office equipment. Assignments include:

- Creating and editing standard correspondence and other written material using word processing software.
- Transmitting and receiving electronic mail.
- Entering and extracting information from databases.
- Answering telephones and recording messages.
- Locating and extracting information from files.
- Greeting visitors to the office.
- Using fax machines to transmit and receive information.
- Copying and distributing material.

The incumbent applies knowledge of and adheres to Agency equal opportunity and civil rights policies, goals, and objectives in performing his/her duties and responsibilities. The incumbent promotes the principle of equal opportunity in written and oral communications with individuals within and outside of the work unit by avoiding offensive or discriminatory displays (e.g. posters, pictures, etc.) language, or nonverbal behavior (e.g. hand gestures).

## III. EVALUATION FACTORS

### 1. Knowledge Required by the Position (1-2, 200 points)

Knowledge of general office practices including filing procedures, standard formats, processing and distribution procedures and terminology commonly used in the office to perform recurring duties.

Knowledge of grammar, spelling, punctuation, and correspondence procedures to prepare and finalize a variety of materials.

Skill in operating an electronic typewriter, word processor, microcomputer, or computer terminal, using a standard typewriter style keyboard with additional function keys to produce a variety of documents.

Knowledge of processing procedures and function keys required to execute basic office automation functions such as storing and retrieving electronic documents or files, activating printers, inserting and deleting text, and producing correspondence.

## 2. Supervisory Controls (2-1, 25 points)

The incumbent receives close supervision. Assignments are explained in detail and clearly indicate what is required. The incumbent works as instructed and seeks advice on all matters not clearly defined. Work is reviewed for conformance to instructions and checked for proper clearances, signatures, and enclosures.

## 3. Guidelines (3-1, 25 points)

Detailed instructions are available to perform work assignments. The incumbent adheres to guidelines without deviation and refers any problems encountered to the supervisor or higher graded employee.

## 4. Complexity (4-1, 25 points)

Assignments consist of clear-cut and repetitive tasks that are easily mastered. Detailed instructions cover each office automation tasks so there is little need for the incumbent to exercise judgement in selecting a course of action.

## 5. Scope and Effect (5-1, 25 Points)

The purpose of the work is to perform specific and recurring tasks required to produce various documents and perform general clerical duties. The services performed facilitate the work of the office.

## 6&7 Personal Contacts & Purpose of Contacts (1a, 30 points)

Contacts are primarily with employees within the immediate work unit to exchange information about assignments.

## 8. Physical Demands (8-1, 5 points)

The work is sedentary and requires no special physical demands.

9. Work Environment (9-1, 5 points)

The work involves minimal risks and observance of safety precautions typical of office settings.

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